

AMENDMENTS

Amendments to the Claims:

1. (previously amended) A telephony asset for being managed over a network by a remote system, the asset comprising:
 - a memory storing an electronic identifier mappable to a network address;
 - a network connection configured to communicate with a network; and
 - a network interface communicatively coupled to the network connection, the network interface configured to communicate over the network with the remote system using the network address;wherein the asset is at least one member selected from the group consisting of: a headset and a handset lifter.
2. (cancelled)
3. (cancelled)
4. (original) The asset of claim 1, wherein the electronic identifier is a Media Access Control (MAC) address.
5. (original) The asset of claim 1, wherein the network address is an IP address.

6. (original) The asset of claim 1, wherein the network address is globally unique.
7. (previously amended) The asset of claim 1, wherein the network interface is to communicate over the network using the Internet Protocol.
8. (previously amended) A telephony asset assembly for being managed over a network by a remote system, the assembly comprising:
 - an asset comprising a headset or handset lifter, the asset having an electronic identifier stored therein, the electronic identifier mappable to a network address;
 - a network interface communicatively coupled to the asset and configured to communicatively couple with the remote system over a network using the network address; and
 - a management module, the management module operatively coupled to the asset for performing a management task thereon.
9. (original) The assembly of claim 8, wherein the electronic identifier is a Media Access Control (MAC) address.
10. (previously amended) The assembly of claim 8, wherein the network interface is configured to communicate over the network using the Internet Protocol.
11. (cancelled)

12. (previously amended) A telephony asset assembly for being managed over a network by a remote system, the assembly comprising:

- an asset comprising a headset or handset lifter;
- a proxy device operatively coupled to the asset, the proxy device having a network interface configured to assign a network address for the asset and communicatively couple with the remote system over a network using the network address; and
- a management module, the management module operatively coupled to the asset for performing a management task thereon.

13. (cancelled)

14. (previously amended) The assembly of claim 12, wherein the asset has an electronic identifier, and the network interface is configured to determine the network address of the asset using the asset's electronic identifier.

15. (original) The assembly of claim 12, wherein the electronic identifier is a Media Access Control (MAC) address.

16. (previously amended) The assembly of claim 12, wherein the management module is located in the proxy device.

17. (previously amended) The assembly of claim 12, wherein the proxy device is a second call center or office telephony asset.

18. (previously amended) The assembly of claim 12, wherein the network interface is configured to communicate over the network using the Internet Protocol.

19. (previously amended) A call center comprising:

a plurality of call center assets, wherein each of the plurality of call center assets is a headset or handset lifter;

a plurality of network interfaces, each network interface associated with at least one asset and configured to communicate over a network for the asset;

a central management system configured to communicate with the network interfaces over the network to perform at least one management task related to the assets.

20. (cancelled)

21. (original) The call center of claim 19, wherein a network interface is associated with two or more assets.

22. (original) The call center of claim 19, wherein at least one of the assets comprises the network interface associated therewith.

23. (original) The call center of claim 19, further comprising at least one proxy device, the proxy device comprising a network interface associated with at least one asset.

24. (original) The call center of claim 19, wherein the management task comprises tracking utilization of one or more assets.

25. (original) The call center of claim 19, wherein the management task comprises tracking the location of one or more assets.

26. (original) The call center of claim 19, wherein the management task comprises tracking diagnostic information regarding one or more assets.

27. (original) The call center of claim 19, wherein the management task comprises providing software or firmware updates for one or more assets.

28. (previously amended) A proxy device to facilitate the management of a call center or office telephony asset by a remote system, comprising:

a network interface configured to communicatively couple to the remote system over a network, the network interface further configured to assign an identifier to the asset, the identifier being mappable to a globally unique network address associated with the asset; and

a management module communicatively coupled to the network interface, the management module configured to facilitate a management task for the asset in response to receiving a management instruction communication from the remote system that is associated with the asset's globally unique network address, wherein the asset comprises a headset or handset lifter.

29. (previously amended) The device of claim 28, wherein the management module is configured to facilitate a management task by forwarding the management instruction to the asset.

30. (previously amended) The device of claim 28, wherein the management module is configured to facilitate a management task by transmitting operational information regarding the asset to the remote system.

31. (previously amended) A method of addressing a call center or office telephony asset on a network, comprising:

determining a network address for the asset using an electronic identifier; and
using the network address to communicate with a remote system over a network;
wherein the asset is selected from the group consisting of: a headset and a handset
lifter.

32. (original) The method of claim 31, wherein determining the network address comprises using a Media Access Control (MAC) address associated with the asset.

33. (cancelled)

34. (cancelled)

35. (cancelled)

36. (cancelled)

37. (cancelled).

38. (cancelled).

39. (cancelled).

40. (cancelled)

41. (cancelled).

42. (cancelled).